

**BILINGUAL SERVICES PROGRAM TRAINING
DEVELOPING A COMPLAINT PROCESS
TO HANDLE LANGUAGE ACCESS ISSUES
AGENDA
JANUARY 8, 2004**

A. Introductions

B. Dymally-Alatorre Bilingual Services Act (Government Code Section 7299.4 (d)(7))

1. Developing a Complaint Process (7299.4) (d) (7)

C. Some Components of a Good Complaint Process

1. Point of Contact
 - Equal Employment Opportunity (EEO) Office -Most state agencies have an office that is responsible for enforcing Title VI of the Civil Rights Act of 1964. (Discrimination Complaints)
 - Bilingual Services Coordinator
 - State Personnel Board Informal Complaint Hotline
2. Procedures for Resolving Complaints (Department of Housing and Community Development (HCD) Example)
 - Informal process
 - Formal process
3. Resolution
 - Provide translation/interpreter/alternative method/resources
 - Reasonable turn-around time for resolution
 - Follow up with Client
 - Inform Client not entitled to resolution
4. Referral Service if No Jurisdiction
 - Other State Offices
 - County/City/Local Government/Private Sector
 - SPB Bilingual Services List of Referral

D. Accessibility for LEP Customers to Complain if Denied Language Access (7299.4(d)(7))

1. Posting Language Access Posters/Signs Informing LEP Customer of Their Rights
 - HCD Resolution Process Poster (English and Spanish)
 - State Personnel Board (Notice of Interpreter Services Poster)
2. Toll-free "Hotline" telephone number to receive Language Access Complaints
3. Complaint forms in local offices
4. Complaint forms on Web site
5. Public contact staff provide information/forms to LEP customers

E. Examples of Departmental Web Sites: How to Submit a Complaint

1. HCD (<http://www.hcd.ca.gov/comments/>)
2. Department of Developmental Services
(www.dds.cahwnet.gov/Complaints/complt_home.cfm)
3. Employment Development Department (www.edd.ca.gov)
Department of Consumer Affairs (www.dca.ca.gov/index.html)

F. QUESTIONS AND ANSWERS